



Division of Payment Management
P. O. Box 6021
Rockville, Maryland 20852

SMARTLINK REQUEST FOR PAYMENT INSTRUCTIONS


1. Go to our website at www.dpm.psc.gov.
2. Look up in the upper left hand corner of the screen under DPM services. Click on "Payment Mgmt. System/Smartlink".
3. Click on "Smartlink Payment Request".
4. In **CAPITAL LETTERS**, type in your assigned User Name and click in the field directly below. (*Remember, this will always be your User Name!*)
5. Type in your Password, then Click OK. (*This is only a temporary password. You will use this to access the Smartlink System only!*)
6. You will now see a grey bar that says, "Click here to access the Payment Management System". Click on that grey bar. You are now going to change your temporary password.
7. Look all the way to the left side of your screen. (You may need to "scroll down"). You will see MY USER INFO. Click on it!
8. You are now in the **USER INFO SCREEN**. Your User Name will be the first thing you see, preprinted for you. Below that is a field for **OLD PASSWORD**. Please enter your temporary password given in step 5. Then, **CLICK IN THE FIELD DIRECTLY BELOW**.
9. Your **NEW PASSWORD** is one that **you will create** now. Your password must contain the following:
 - it must be at least 6 characters long
 - it must be alpha-numeric (it must contain at least ONE letter and/or ONE number)
 - we recommend you use **capital letters** for consistency with your User Name which must always be capitalized.

After you decide on a password, type it in and **CLICK IN THE FIELD DIRECTLY BELOW**.

10. In the *Confirm Password box*, we just want you to type in your newly created password again. After doing so, **click on CHANGE**. Next, you will do **EITHER** step 11A **OR** 11B.

11A. For Microsoft Explorer users ONLY, there will be a box that appears in the middle of your screen that says, "**Enter Network Password**". Your User Name will be pre-printed. You will need to re-enter your newly created password only. Click OK. Go to step 12.

11B. For Netscape Navigator users ONLY. You will get a message that says "**authorization failed**". Click on OK. The User Name may or may not be pre-printed in the next screen. If it is not, please re-enter it. Re-enter your newly created password, once again. Click OK. Go to step 12.

12. The next screen should say, "**Change Transaction Complete**".
13. Look all the way to the left side of your screen. (You may need to "scroll down") **Click on "Payment"**. You should now see "**Request for Payment**" appearing below. **Click on "Request for Payment"**.
14. Your screen should now say "Request for Payment". There is a blank box for you to enter your Account Number. **Your Account Number** is located as a reference in your letter. After typing this in, click on **Account**.
15. Your Account Number will be pre-printed.  **Payment due date** is the next business day's date. Please type it in with the month/the day/the full year. (For example, September 1, 2002 would be entered as: 09/01/2002).

Expected Disbursement Amount is the amount you expect to spend! This refers only to funds that you want to be advanced (**Advances are for immediate disbursement needs ONLY!**) *If this request is for a cash advance only, type in the amount of the advance. If you are requesting a reimbursement, this should be 0!*

Cash on Hand can be positive, negative, or 0. If it is positive, it refers to the undisbursed funds you have on hand from a prior draw from PMS. Therefore, if this is your first draw, this number should not be positive. If you are seeking a reimbursement today, hit the dash key or (-) sign followed by the amount of the reimbursement you are seeking.

Payment Request Amount is the amount of money you want direct-deposited into your bank account the next business day.

Click on **Continue**.

16. This screen confirms the amount of your request and displays the balance of funds currently available in your Payment Management account. If everything looks correct, **click on Request Payment**.

next business day payment.

You may access Inquiry and "Payment Data" the next day to see payment status if payment is questionable. (See instructions for Inquiry)

For your next request.....

You will do steps 1 - 6 & 13 - 17. You must use your newly created password and don't have to change it for a period of up to 90 days. After 90 days your password will automatically expire, unless you change it first (see below).

When/If your password expires or if you just want to change it.....

If you are changing your password (expired or not) & doing a draw, go through steps 1-4 normally. In step 5, use your last or expired password. Follow through with steps 6-17.

If you are just changing your password (expired or not), go through steps 1-4 normally. In step 5,

You can not re-use an old password.

Help Desk

If you need assistance accessing the SMARTLINK system, and your password is not locked, please contact the help desk, toll free at 1-877-614-5533.